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Issue 10 | Volume 4 | October 2016

Massachusetts State 911 Department Newsletter

42nd Public Safety Communications Academy Graduation October 14, 2016 Congratulations!



Graduates are listed below in alphabetical order by department

Ayer Police Department

Erin McNulty

Brookline Police Department

Shawn Hayes

Concord Police Department

Benjamin LaCure

Danvers Police Department

Jessica Jackson

Dartmouth Police Department

Catherine Mindlin

Fall River Police Department

Holly Brett
Kaleigh Cordeira
Hayleigh Dootson

Lowell Police Department

Cheryl Welcome

Milford Police Department

Jhan Wade

Needham Police Department

James Carroll

New Bedford Police Department

Bobbi-Jo Ramos

Newton Police Department

Jeffrey Caparell

Springfield Communications

Destiny Donnell
Kara Fearn
Branden Fernandez
William Santiago-Class Speaker

Weston Police Department

Henry Gula
Caroline Palodino

Key Note Speaker

Chris Campbell
Seekonk Public Safety Communications
Director

State 911 Department Staff

Frank Pozniak-Executive Director
Jenny Bracero-Training Specialists
Christine Malloy-Training Specialists



Updates from our Systems Division

With numerous devices now being connected to the internet, 9-1-1 dispatchers will be faced with needing to respond to people calling 9-1-1 from these devices. For example, the State 911 Department has become aware of the fact that smart watches are able to make calls via Wi-Fi when the cellular network is unavailable. It is possible to call 9-1-1 from these watches and the call will be routed to the public safety answering point (PSAP) that services the device owner's address entered into the carrier and/or device account information.

Wi-Fi hot spots, unlike cell towers and femtocells, do not have a programmed address and as a result there is no way to ascertain the origination of the call. The Federal Communications Commission has required commercially installed Wi-Fi access points to have a dispatchable address by 2018.



Next Generation 9-1-1 News Flash



Pictured above:

Trainer Kevin Lewis of the Massachusetts State 911 Department and Dispatcher Robert Rowe of the Wellesley Police Department go over some features of the Next Generation 9-1-1 System on deployment day, October 18, 2016.

Now that the pilot program for the Next Generation 9-1-1 project has been successfully completed, the State 911 Department is proceeding with the rollout of the new Next Generation 9-1-1 system to all PSAPs. You can expect to hear from the State 911 Department regarding workshops conducted by the State 911 Department's Programs Division, your cutover date, and the training schedule.

PSAPs will be seeing General Dynamics Information Technology (GDIT) personnel on site 15 days before the cutover date positioning equipment, testing circuits, and running pre-cutover tests. On the cutover day, the State 911 Department will have a Systems Analyst on site along with a Trainer. If you have any questions on training, please contact Monna Wallace at 508-821-7220, or by email at monna.wallace@state.ma.us. If you have any questions on the Next Generation 9-1-1 schedule, please contact Tricia Pries at 508-821-7206, or by email at tricia.pries@state.ma.us

Updates from our Fiscal Division



The FY 2017 grant reimbursement forms are available on our website (www.mass.gov/e911). Please be sure to use the proper forms for all reimbursements. This will help to ensure all required information is provided and to reduce the number of adjustments.



Please be sure to include proof of course completion (roster or certificate) when requesting reimbursement for vendor fees under the FY 2017 Training Grant.



FY 2017 grant guidelines and applications are available on our website. Please contact the State 911 Department's fiscal division at 911DeptGrants@state.ma.us if you require assistance with the application process.



Congratulations to Pamela Silva from the Raynham Police Department for successfully closing out her **FY 2017** Support and Incentive Grant. Great Job!

Updates from our Training Division

LANGUAGE INTERPRETER



WE HAVE A NEW INTERPRETER SERVICE!

The State 911 Department has contracted with **Telelanguage** as the new interpreter service for our PSAPs. The transition to **Telelanguage** has already begun and using the service should appear seamless to our PSAP end users. The new service will be answered with the greeting "Language", and you will provide the language needed. If you are unable to determine the language, they will assist you. Once the language has been determined, they will ask you for your PSAP Name and you will provide them with the name of your Department and they will then connect you with the interpreter.

Verizon and GDIT are programming the new number in remotely and the transition is expected to be completed on or before October 31, 2016. State 911 Department training staff has been visiting PSAPs to test the new service and will continue to do so over the next few weeks. To date, we have found no issues and are receiving positive feedback.

If you have questions about the service, please email Monna Wallace at monna.wallace@state.ma.us

Massachusetts Equipment Distribution Program



The Massachusetts Equipment Distribution Program (Mass EDP) offers a variety of adaptive telephones for Massachusetts residents with a permanent disability. There is a simple application process that verifies the applicant's residence and disability. If the applicant's annual income is \$50,000 or less, there is no charge for the telephone.

For an application or more information about Mass EDP, visit the website at www.mass.gov/massedp or call our customer service center at 1-800-300-5658 voice/TTY.

This month we are featuring the Geemarc amplified talking caller ID corded phone. This particular device is designed to assist people who have had a laryngectomy. Communication is very important and this device facilitates that.

THE GEERMARC AMPLIVOICE50

Features of the Geemarc Amplivoice

- 50dB of volume boost
- 64 incoming call log – listen to the incoming number being spoken
- 30 number phone book – a name can be recorded for each number entered in the phone book and you will hear the name being spoken in your own voice when the phone starts to ring
- Audible registration on the keypad – listen as you input the numbers before you make the call
- Hands free speaker phone
- 3 Direct memories – can be used as Emergency numbers with sequential dialing
- Hearing aid compatible
- Large, backlit display
- Adjustable ringer volume
- Extra bright visual ring indicator

